JARVIS CISR Module - Guidance for Providers

The Crisis Intervention, Stabilization, and Reunification (CISR) Module can be accessed at
https://secureapp.dhs.state.ia.us/cwis_jarvis/ via Google Chrome or Firefox browsers.

Accessing the Portal

Users will need to enter their login credentials on the Enterprise sign in page in order to access JARVIS.

Account ID - Enter your ID in format *firstname.lastname@iowaid*.
Password -   Enter the same password you use to sign onto your computer on a daily basis unless directed otherwise.

To change account details, enter your login information and click on the "Account Details" button. Click
"Forgot Password" to retrieve your password.

JARVIS CISR Module

Provider staff will use the CISR Module in JARVIS to add and view Family Connection Notes and Critical Incidents for
children in placement.

Search

Staff will need to search for a child by using the Search tab.

1. Click on the CISR icon on the left menu bar.

2. Click on the "Search" tab.

3. Enter Name (and any known demographic information) or State ID in the search fields and click the "Search" button.

4. A pop-up window will display any search result matches.

5. Click the "Select" button next to the appropriate child from the results list. Once selected, the Placement List screen for the child will display.

Adding a New Child

If there is not a match on the search results, staff will need to add the child into the CISR Module.

1. Click "+ New Child" on the right corner of the Search header.

2. A pop-up window will display demographic information fields for the child. The Date of Birth, Financial County, and State ID are required fields. When the fields are complete, hit "Save."
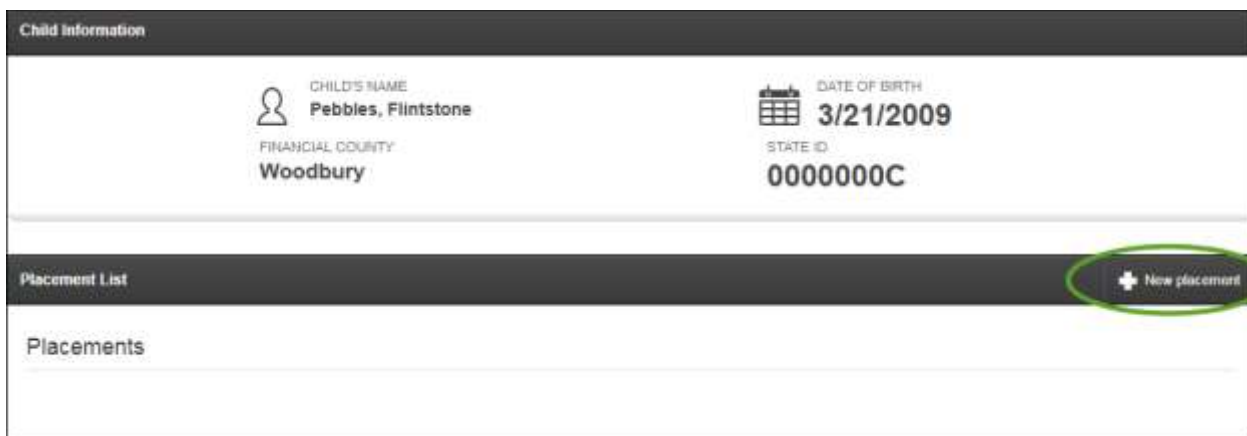

3. Once saved, the Placement List screen will display.

Placement List

Placement entries added on or after July 1, 2017 to the CISR Module will display in this section.
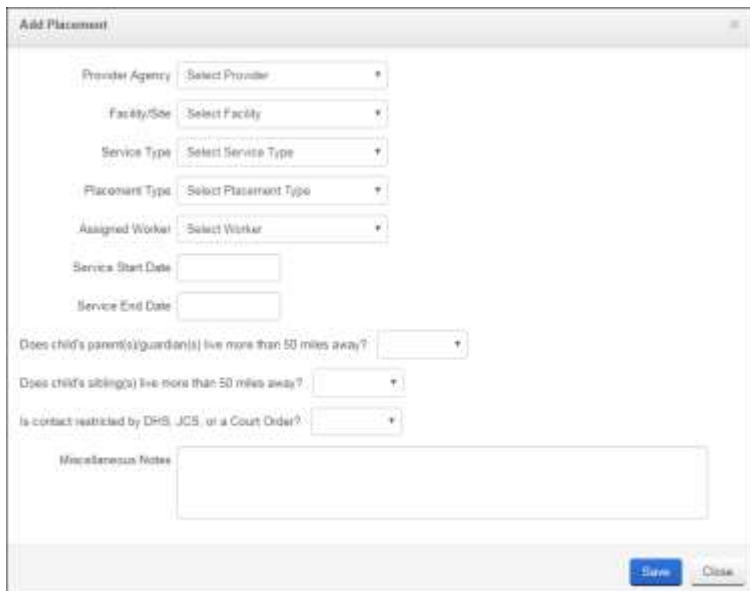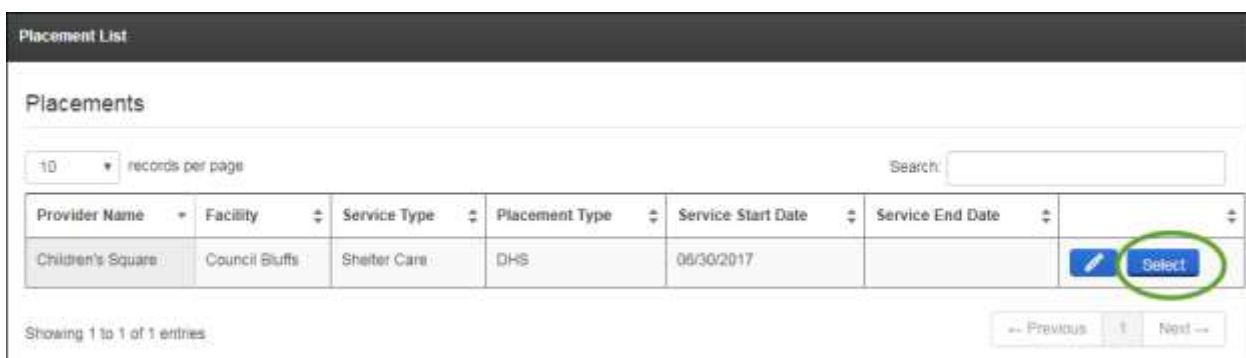
Adding a New Placement

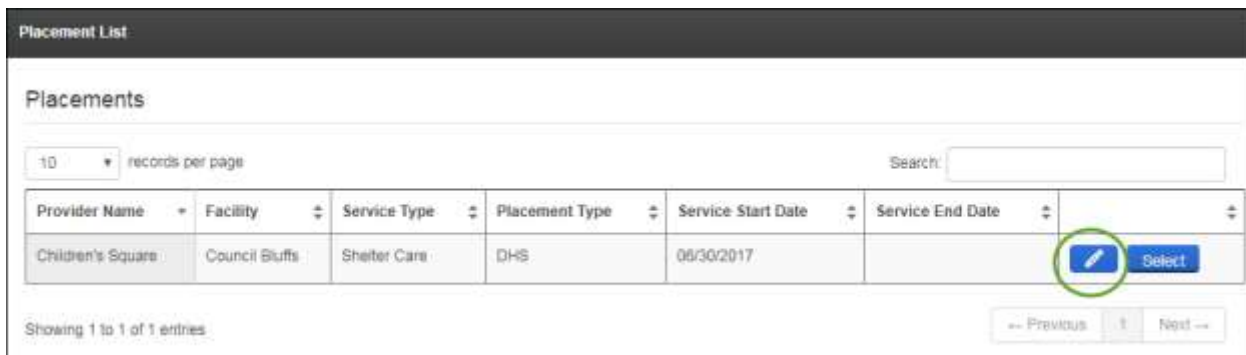1. Click the Add Placement button on the Placement List header.

2. A pop-up window will display to enter placement information. Make all appropriate selections from the drop-down menus and enter miscellaneous notes if desired. Click "Save."

3. Following entry, the new placement entry will display on the Placement List.

4. To make any necessary modifications to the placement entry, click the blue paper and pencil icon.

5. Click "Select" next to the placement entry to view or add Family Connection Notes and Critical Incidents.
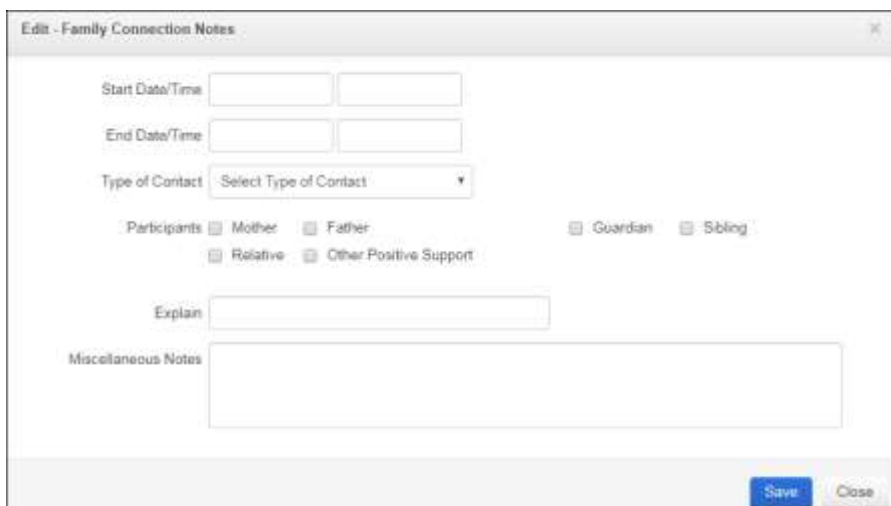
Family Connection Notes

1. Click on the "+ New Family Connection" button on the Family Connection Notes header.

2. A pop-up window will display to enter details regarding a Family Connection. When completed, hit "Save."

3. Once saved, the entry will display on the Family Connection Notes list with the date and type of each contact. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.

Critical Incidents

The Provider will utilize the CISR Module to document all critical incidents within 24 hours of occurrence. Any circumstances listed below require a Critical Incident to be documented:

- Serious illness, incident involving serious bodily injury, circumstances causing removal of the child from the facility, or death
- Injury to another child in care, contractor staff, or volunteer that requires treatment by medical personnel in or at a hospital, other medical clinic or urgent care provider, or a physician's office
- Self-harm
- Damage to property
- A runaway or other absence without permission from contractor

- Police calls or other Law Enforcement involvement due to a child's behavior or other actions
- Placement into Juvenile detention
- Use of physical restraint as defined by licensing regulations
- Use of control room as defined by licensing regulations
- Sexual conduct, either consensual or non-consensual, with a staff or peer
- Use of illegal substances
- Medication errors
- Dangerous contraband such as drugs or weapons.

Adding a Critical Incident

1. Click on the "+ New Critical Incident" button on the Critical Incidents header.

2. A pop-up window will display to enter details regarding the Critical Incident.
   - Enter the date/time of the incident and when it was reported to the assigned worker.
   - Select all applicable incident types from the available options (the user has the ability to select more than one type of incident).
   - Thoroughly document in narrative a description of the incident and the agency response in the corresponding field.
   - Once completed, hit "Save."

3. The entry will display on the Critical Incident list with Incident Date and the Reported to Assigned Worker Date.

4. Click on the blue paper and pencil icon next to the entry on the Critical Incident list to view and/or modify the detail.

Critical Incident Notification

The assigned DHS or JCS worker will automatically receive an email notification from JARVIS if a critical incident has been entered for a child on their caseload.   This does not replace the need for immediate telephonic notification for certain types of critical incidents:

> *CISR contractors must still notify the child's parent(s) or guardian and referral worker immediately of any serious illness, incident involving serious bodily injury, or circumstances causing removal of the child from the facility. In the event of the death of a child, a contractor shall immediately notify the child's parent(s) or guardian, the referral worker, the appropriate state authority, and the physician (if applicable).   This information must be communicated in such a manner that the receipt of the information is assured; i.e., acknowledgement back from these parties is required.   It is recommended that this information be communicated by telephone or in person, not via email or otherwise leaving a message.*

CWES Legacy Reports

The screen will display a list of all Family Connection Notes and Critical Incident entered for the client in the Child Welfare Emergency Services/Group Care online application prior to July 1, 2017. Facility staff will only be able to view legacy data previously entered in CWES by their agency.

1. Once a client is selected from the search, click on the CWES Legacy Reports tab.
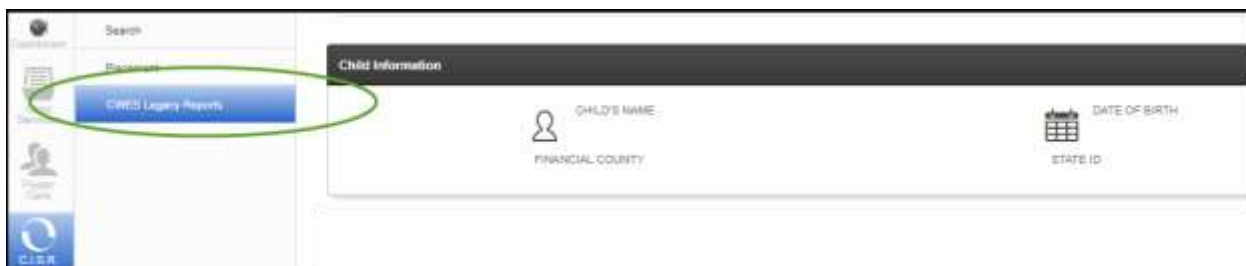
2. A list of Family Connection Notes and Critical Incidents entered prior to July 1, 2017 will display.

3. Click on the blue paper and pencil icon to view details for a specific legacy entry. Note that legacy data is read-only and cannot be modified.

Contact the DHS CWIS Help Desk (**cwishelp@dhs.state.ia.us**) if a provider user needs to be added or deleted, or if there are problems accessing the system.